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## Assessment of Client Satisfaction in Out Patient Departments of Sub-District Hospitals in South India

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### Abstract

**Background:** Patient satisfaction is a universal concept. Patient satisfaction is one of the well-established methods for assessing the success of health-care services. Nowadays, more emphasis is placed on patient satisfaction because it is an important factor in evaluating hospital services. One of the most important aspects of hospital administration is the Out-Patient Department (OPD) Services. Client satisfaction reflects the gap between the expected service and the client's experience of the services. Because patient satisfaction is regarded as a healthcare outcome and predictor of treatment utilization and adherence to care and support, assessing patient satisfaction is critical.

A recent study from a tertiary level government hospital in India found that patient satisfaction ranged between 70% and 80%. Satisfaction with service delivery is increasingly being used to assess health-care system performance. Satisfaction is reflected in the distribution.

### Objectives:

1. To assess the level of satisfaction among clients attending outpatient departments receiving health services at Gadag district Sub-District hospitals.
2. To compare the levels of satisfaction among patients across departments.
3. To identify the reasons of satisfaction and dissatisfaction in order to assist administrators in improving the situation.

**Materials and methods:** A hospital-based cross-sectional study was conducted to assess client satisfaction in outpatient departments of Gadag District sub-district hospitals. By obtaining permission from the District Health Office and the appropriate officer in the health force. The convenient sampling technique was used to select study participants who are both convenient and cooperative. A standard questionnaire was used to collect data, information about socio-demographic details, and the level of Patient Satisfaction. An interview schedule was created in order to identify the reasons satisfaction and dissatisfaction. The data were entered into excel sheet and the results were expressed in satisfaction scale.

**Results:** The study included 400 clients (Patients) ranging in age from 35 to 45 years. The majority of Clients (32.8 percent) in our study were illiterate. Almost all (90.8 percent) of the clients were from rural areas. The vast majority of patients (90.5 percent) were Hindus, with 24.3 percent being unskilled laborers. Currently, BPL cards are held by 98.8 percent of clients. The current study found that the overall average level of

patient satisfaction was 57.85 percent. In sub-district hospitals, satisfaction levels were found to be 67.9 percent in Nargundi taluk hospital, 58.1 percent in Mundargi taluk hospital, 48.3 percent in Shirahatti taluk hospital, and 57.1 percent in Ron taluk hospital.

The Ortho department at Nargundi taluk hospital had the highest level of satisfaction (96.6 percent) and the general surgery department had the lowest level of satisfaction (43.3 percent). Interdepartmental comparisons at Mundargi taluk hospital revealed that the general surgery department (75 percent) had the highest level of satisfaction and the ortho department had the lowest level of satisfaction (38.3 percent). The Ortho department (66.6 percent) had the highest level of satisfaction in Shirahatti taluk hospital, while the OBG department had the lowest level of satisfaction (28.3 percent). Comparisons at Ron Taluk Hospital revealed that the general surgery department (68.3 percent) had the highest level of satisfaction and the Ortho department had the lowest level of satisfaction (40 percent).

Good consultation (42.8 percent) and free treatment were given as reasons for satisfaction by nearly all clients (54.0 percent). Unsanitary restrooms (25.3 percent) and longer wait times were given as reasons for dissatisfaction by half of the clients (24.8 percent).

**Conclusion:** The current study discovered that Patient Satisfaction is a simple, easy, and cost-effective method for evaluating overall hospital services and has aided in discovering that patients were satisfied with doctor behavior, but the issue lies with the availability of basic amenities and dissatisfaction was found to be more concerning drinking water, cleanliness in the toilets, and the wards. However, if the survey findings are translated into actions to improve the quality of health care, they can be quite useful.

**Keywords:** Client satisfaction; outpatient department; sub-district hospital; Patient Satisfaction; health services; sub-district hospitals

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### Introduction

The quality of health care is a worldwide concern. The health-care industry is rapidly evolving to meet the ever-increasing needs and demands of its patient population. Hospitals are shifting from viewing patients as uneducated and with few health-care options to recognising that the educated consumer has a wide range of service demands and health-care options.(1)

According to the World Health Organization, the global burden of patient damage in health care is estimated to be 64 million disability-adjusted life years lost each year due to unsafe care. This means that adverse events caused by patients are among the top ten causes of death and disability in the world. According to available information, 134 million adverse events attributable to hazardous care occur annually in hospitals in low-

and middle-income countries, resulting in 2.6 million deaths.(2)

In 2002, The World Health Assembly was the first to address the global demand for high-quality treatment and patient safety. WHA55.18, titled "Quality of care: patient safety," advised Member States to devote as much attention as possible to the issue of patient safety. Since 2002, successive regional committee resolutions have mandated improved patient safety, and WHO has played a key role in shaping the global patient safety agenda by providing leadership, setting priorities, convening experts, fostering collaboration, creating networks, issuing guidance, facilitating change, building capacity, and tracking trends.. (3)

The outpatient department (OPD) is the hospital's first point of contact with patients and acts as a shop window for any healthcare services offered

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to the public. The quality of care delivered in the OPD is said to reflect a hospital's overall service quality, as evidenced by patients' satisfaction with the services provided.(4)

The goal of health care services is to improve the population's health. There is now widespread agreement that health services should be comprehensive, accessible, and acceptable, allow for community participation, and be affordable to the community and country.(5)

Many previous studies have developed and used patient satisfaction as a tool for quality improvement in health care providers. As a result, patient satisfaction is an important issue for both evaluating and improving healthcare services.(6) Keeping this in view, the present study was conducted to assess patient satisfaction with services provided in Outpatient Departments of sub-district hospitals in Gadag District, South India.

### Materials and Methods

**Study Design:** A hospital based cross-sectional study was Conducted to assess the client satisfaction in Outpatient Departments of Sub-District Hospitals in Gadag district. Convenient sampling technique was used recruit the study participants. socio-demographic details, level of Patient Satisfaction and to identify the reasons for satisfaction and dissatisfaction of the patients related data was obtained using standard and Interview schedule questionnaire.

**Study Setting:** A hospital based cross-sectional study was Conducted to assess the client satisfaction in Outpatient Departments of Sub-District Hospitals in Gadag district. Data was obtained from October to November 2021 using standard and Interview schedule questionnaire.

**Study Participants:** Patients those attending the OPDs in General medicine, General surgery, OBG, Orthopaedic, ENT Departments.

**Variables:** Independent variables: Gender, age, education, marital status, Occupation and Family belongs.

**Dependent Variables:** Satisfaction level and reasons for satisfaction and dissatisfaction was assessed using standard and interview schedule questionnaire.

### Data Collection Tool:

1. Standard Questionnaires taken by the Operational Guidelines for Quality Assurance in Public Health Facilities 2013 was used to assess the client satisfaction in outpatient departments.
2. Interview Schedule was prepared after referring scientific articles and the Operational guidelines for quality assurance in public health facilities to identify the reasons for satisfaction and dissatisfaction.

**Data Sources:** Primary data was collected by using Standard questionnaire for the data collection, information regarding the socio-demographic details, and level of Patient Satisfaction. Interview Schedule was done to identify the reasons for satisfaction and dissatisfaction.

**Study Size:** Convenient sampling technique was used to recruit the study participants. Totally 400 client's data was collected from the 4 sub-district hospitals.

**Statistical Methods:** Data was entered in the Microsoft offices excel and analysed by using Statistical Packages for Social Sciences (SPSS) software. Results were expressed in frequency and percentages.

### Ethical Clearance:

Ethical Clearance was obtained from institutional Ethical committee of Karnataka State Rural Development and Panchayat Raj University, Gadag. Prior to data collection, necessary permission from the concerned officials were obtained.

### Results:

**Table: 1 Socio-demographic details of study participants. (n=400)**

Characteristics		Frequency	Percentage
Gender	Male	223	55.8
	Female	175	43.8

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	Transgender	2	0.5
Age Groups	18-24 years	44	11.0
	25-29 years	75	18.8
	30-34 years	85	21.3
	35-45 years	111	27.8
	>46 years	85	21.3
Residence	Urban	37	9.3
	Rural	363	90.8
Marital status	Married	316	79.0
	Unmarried	56	14.0
	Widow	24	6.0
	Divorce	4	1.0
Educational Level	Illiterate	131	32.8
	Primary school certificate	45	11.3
	Middle school certificate	74	18.5
	High school certificate	72	18.0
	Intermediate/post-high school diploma	26	6.5
	Graduate/post graduate	48	12.0
	Professional degree	4	1.0
Occupation	Unemployed	85	21.3
	Unskilled worker	79	19.8
	Semi-Skilled worker	97	24.3
	Skilled worker	41	10.3
	Clerical, shop-Owner/Farm	73	18.3
	Semi-professional	16	4.0
	Professional (White-collar)	8	2.0
	Others	1	0.3
Religion	Hindu	362	90.5
	Muslim	37	9.3
	Others	1	0.3
Family belongs	APL	5	1.3
	BPL	395	98.8

In this study included 400 clients (Patients) ranging in age from 35 to 45 years. The majority of Clients (32.8 percent) in our study were illiterate. Almost all (90.8 percent) of the clients were from rural areas. The vast majority of patients (90.5 percent) were

Hindus, with 24.3 percent being unskilled laborers. Currently, BPL cards are held by 98.8 percent of clients.

### Part -1 Clients satisfaction in nargund taluk hospital

**Table: 02 Distribution of client satisfaction in General Medicine Department of Nargund Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	17	85.0	3	15.0
Availability of required General Equipment's.	16	80.0	4	20.0
Attitude and communication of the service providing staff of the department.	15	75.0	5	25.0

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In this study it was found that majority of the patients are satisfied with Availability health personnel during consulting time, Availability of

required General Equipment's, Attitude and communication of the Department service providing staff.

**Table: 03 Distribution of client satisfaction in General Surgery Department of Nargundi Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	8	40.0	12	60.0
Availability and Hygiene's of surgical materials	3	15.0	17	85.0
Attitude and communication of the service providing staff of the department.	15	75.0	5	25.0

In this study it was found that Majority of the patients are satisfied with Attitude and communication of the Department service providing staff and Most of the patients were

dissatisfied with Availability health personnel during consulting time, Availability and Hygiene's of surgical materials.

**Table: 04 Distribution of client satisfaction in OBG Department of Nargund Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	14	70.0	6	30.0
Availability and Hygiene's of OBG materials	7	35.0	13	65.0
Attitude and communication of the OBG service providing staff of the department.	12	60.0	8	40.0

In this study it was found that majority of the patients are satisfied with Availability health personnel during consulting time, Attitude and communication of the OBG Department service

providing staff and more than half of the patients were Dissatisfied with Availability and Hygiene's of OBG materials.

**Table: 05 Distribution of client satisfaction in Ortho Department of Nargund Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	19	95.0	1	5.0
Availability and Hygiene's of Ortho materials	20	100	0	0
Attitude and communication of the Ortho service providing staff of the department.	19	95.0	1	5.0

In this study it was found that majority of the patients are satisfied that Availability health personnel during consulting time, Availability and

Hygiene's of Ortho materials, Attitude and communication of the Ortho Department service providing staff.

**Table: 06 Distribution of client satisfaction in ENT Department of Nargund Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%



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Availability of health personnel during consulting time.	15	75.0	5	25.0
Availability and Hygiene's of ENT materials	13	65.0	7	35.0
Attitude and communication of the ENT service providing staff of the department.	17	85.0	3	15.0

In this study it was found that majority of the patients are satisfied with Availability health personnel during consulting time, Availability and

Hygiene's of ENT materials, Attitude and communication of the ENT Department service providing staff.

**Table: 07 Distribution of Overall Satisfaction patients about general services of Nargund Taluk.**

Variables	Client Responses (n=100)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of sufficient information in hospitals (Directional and location signages) for OPDs	65	65.0	35	35.0
Waiting time at the registration counter.	71	71.0	29	29.0
Behaviour and attitude of hospital staff.	83	83.0	17	17.0
Availability of seating arrangements	68	68.0	32	32.0
Availability of drinking water	52	52.0	48	48.0
Availability of fan Facilities	42	42.0	58	58.0
Availability of Washroom facility	26	26.0	74	74.0
Time spent on Consulting.	67	67.0	33	33.0
Attitude and communication of doctors.	83	83.0	17	17.0
Availability of Radiology investigation facilities within the hospital	76	76.0	24	24.0
Availability of Lab investigation facilities within the hospital	75	75.0	25	25.0
Availability of prescribed drugs at the hospital dispensary	73	73.0	27	27.0
Instructions regarding medication/follow up care by doctor.	81	81.0	19	19.0
Your overall satisfaction during the visit to the hospital	89	89.0	11	11.0
<b>TOTAL</b>		<b>67.9%</b>		<b>32.1%</b>

In this study it was found that majority of the patients are satisfied with Availability of sufficient information in hospitals (Directional and location signages) for OPDs, Waiting time at the registration counter, Behaviour and attitude of hospital staff, Availability of seating arrangements, Time spent on Consulting, Attitude and communication of doctors, Availability of Radiology investigation facilities within the hospital, Availability of Lab investigation facilities within the hospital, Availability of

prescribed drugs at the hospital dispensary, Instructions regarding medication/follow up care by doctor, Your overall satisfaction during the visit to the hospital and half of the patients dissatisfied with Availability of drinking water, Availability of fan Facilities and majority of the patients were dissatisfied with availability of Washroom facilities.

### Part -02 Client satisfactions in mundargi taluk hospital

**Table: 08 Distribution of client satisfaction in General Medicine Department of Mundargi Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis- satisfied	
	F	%	F	%

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Availability of health personnel during consulting time.	9	45.0	11	55.0
Availability of required General Equipment's.	14	70.0	6	30.0
Attitude and communication of the service providing staff of the department.	11	55.0	9	45.0

In this study it was found that majority of the patients are satisfied with Availability of required General Equipment's, Attitude and communication of the Department service

providing staff and half of the patients were dissatisfied with Availability health personnel during consulting time.

**Table: 9 Distribution of client satisfaction in General Surgery Department of Mundargi Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	17	85.0	3	15.0
Availability and Hygiene's of surgical materials	14	70.0	6	30.0
Attitude and communication of the service providing staff of the department.	14	70.0	6	30.0

In this study it was found that majority of the patients are satisfied with Availability health personnel during consulting time, Availability and

Hygiene's of surgical materials, Attitude and communication of the Department service providing staff.

**Table: 10 Distribution of client satisfaction in OBG Department of Mundargi Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	10	50.0	10	50.0
Availability and Hygiene's of OBG materials	6	30.0	14	70.0
Attitude and communication of the OBG service providing staff of the department.	19	95.0	1	5.0

In this study it was found that majority of the patients are dissatisfied with Availability and Hygiene's of OBG materials and half of the patients were satisfied with Availability health

personnel during consulting time and Majority of the patients were satisfied with Attitude and communication of the OBG Department service providing staff.

**Table: 11 Distribution of client satisfaction in Ortho Department of Mundargi Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	9	45.0	11	55.0
Availability and Hygiene's of Ortho materials	8	40.0	12	60.0

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Attitude and communication of the Ortho service providing staff of the department.	6	30.0	14	70.0
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In this study it was found that half of the patients are dissatisfied with Availability health personnel during consulting time, Availability and

Hygiene's of ortho materials, Attitude and communication of the Ortho Department service providing staff.

**Table: 12 Distribution of client satisfaction in ENT Department of Mundargi Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	16	80.0	4	20.0
Availability and Hygiene's of ENT materials	13	65.0	7	35.0
Attitude and communication of the ENT service providing staff of the department	10	50.0	10	50.0

In this study it was found that majority of the patients are satisfied with Availability health personnel during consulting time, Availability and Hygiene's of ENT materials and half of the

patients were satisfied with Attitude and communication of the ENT Department service providing staff.

**Table: 13 Distribution of Overall Satisfaction patients about general services of Mundargi taluk**

Variables	Client Responses (n=100)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of sufficient information in hospitals (Directional and location signages) for OPDs	50	50.0	50	50.0
Waiting time at the registration counter.	46	46.0	54	54.0
Behaviour and attitude of hospital staff.	60	60.0	40	40.0
Availability of seating arrangements	52	52.0	48	48.0
Availability of drinking water	44	44.0	56	56.0
Availability of fan Facilities	38	38.0	62	62.0
Availability of Washroom facility	29	29.0	71	71.0
Time spent on Consulting.	75	75.0	25	25.0
Attitude and communication of doctors.	80	80.0	20	20.0
Availability of Radiology investigation facilities within the hospital	64	64.0	36	36.0
Availability of Lab investigation facilities within the hospital	68	68.0	32	32.0
Availability of prescribed drugs at the hospital dispensary	70	70.0	30	30.0
Instructions regarding medication/follow up care by doctor.	70	70.0	30	30.0
Your overall satisfaction during the visit to the hospital	68	68.0	32	32.0
<b>TOTAL</b>		<b>58.1%</b>		<b>41.9%</b>

In this study it was found that majority of the patients are satisfied with Time spent on

Consulting, Attitude and communication of doctors, Availability of prescribed drugs at the



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hospital dispensary, Availability of Lab investigation facilities within the hospital, Instructions regarding medication/follow up care by doctor and your overall satisfaction during the visit to the hospital. Half of patients were satisfied with Availability of sufficient information in hospitals (Directional and location signages) for OPDs, waiting time at the registration counter, Availability of Radiology investigation facilities

within the hospital, Behaviour and attitude of hospital staff, Availability of seating arrangements, Availability of drinking water and half of patients were dissatisfied with availability of fan Facilities, availability of Washroom facilities.

### Part -03 Client satisfactions in shirhatti taluk hospital.

**Table: 14 Distribution of client satisfaction in General Medicine Department of Shirhatti Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	8	40.0	12	60.0
Availability of required General Equipment's.	9	45.0	11	55.0
Attitude and communication of the service providing staff of the department.	10	50.0	10	50.0

In this study it was found that half of the patients are satisfied and half of the patients were dissatisfied with Availability health personnel during consulting time, Availability of required

General Equipment's, Attitude and communication of the Department service providing staff.

**Table: 15 Distribution of client satisfaction in General Surgery Department of Shirhatti Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	2	10.0	18	90.0
Availability and Hygiene's of surgical materials	9	45.0	11	55.0
Attitude and communication of the service providing staff of the department	9	45.0	11	55.0

In this study it was found that half of the patients were dissatisfied with Availability and Hygiene's of surgical materials, Attitude and communication of the Department service providing staff and

almost all the patients were dissatisfied with Availability health personnel during consulting time.

**Table: 16 Distribution of client satisfaction in OBG Department of Shirhatti Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	f	%
Availability of health personnel during consulting time.	4	20.0	16	80.0
Availability and Hygiene's of OBG materials	5	25.0	15	75.0

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Attitude and communication of the OBG service providing staff of the department	8	40.0	12	60.0
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In this study it was found that majority of the patients are dissatisfied with Availability health personnel during consulting time, Availability and Hygiene's of OBG materials and half of the

patients were satisfied with Attitude and communication of the OBG Department service providing staff.

**Table: 17 Distribution of client satisfaction in Ortho Department of Shirhatti Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	11	55.0	9	45.0
Availability and Hygiene's of Ortho materials	13	65.0	7	35.0
Attitude and communication of the Ortho service providing staff of the department	16	80.0	4	20.0

In this study it was found that majority of the patients are satisfied with Attitude and communication of the Ortho Department service providing staff, Availability and Hygiene's of

ortho materials and half of the patients were satisfied with Availability health personnel during consulting time.

**Table: 18 Distribution of client satisfaction in ENT Department of Shirhatti Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	7	35.0	13	65.0
Availability and Hygiene's of ENT materials	16	80.0	4	20.0
Attitude and communication of the ENT service providing staff of the department	16	80.0	4	20.0

In this study it was found that majority of the patients are satisfied with Availability and Hygiene's of ENT materials, Attitude and communication of the ENT Department service

providing staff and majority of the patients were dissatisfied with Availability health personnel during consulting time.

**Table: 19 Distribution of Overall Satisfaction patients about general services of Shirhatti taluk.**

Variables	Client Responses (n=100)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of sufficient information in hospitals (Directional and location signages) for OPDs	54	54.0	46	46.0
Waiting time at the registration counter.	36	36.0	64	64.0
Behaviour and attitude of hospital staff.	50	50.0	50	50.0
Availability of seating arrangements	49	49.0	51	51.0
Availability of drinking water	30	30.0	70	70.0

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Availability of fan Facilities	33	33.0	67	67.0
Availability of Washroom facility	25	25.0	75	75.0
Time spent on Consulting.	52	52.0	48	48.0
Attitude and communication of doctors.	67	67.0	33	33.0
Availability of Radiology investigation facilities within the hospital	55	55.0	45	45.0
Availability of Lab investigation facilities within the hospital	52	52.0	48	48.0
Availability of prescribed drugs at the hospital dispensary	56	56.0	44	44.0
Instructions regarding medication/follow up care by doctor.	61	61.0	39	39.0
Your overall satisfaction during the visit to the hospital	56	56.0	44	44.0
<b>TOTAL</b>		<b>48.3%</b>		<b>51.7%</b>

In this study it was found that half of the patients are satisfied with Availability of sufficient information in hospitals (Directional and location signages) for OPDs, Behaviour and attitude of hospital staff, Availability of seating arrangements, Time spent on Consulting, Attitude and communication of doctors, Availability of Radiology investigation facilities within the hospital, Availability of Lab investigation facilities within the hospital, Availability of

prescribed drugs at the hospital dispensary, Instructions regarding medication/follow up care by doctor, Your overall satisfaction during the visit to the hospital and majority of patients were dissatisfied with Availability of drinking water, Availability of fan Facilities, Availability of Washroom facilities, Waiting time at the registration counter.

**Part -04 client satisfactions in ron taluk hospital.**

**Table 20: Distribution of client satisfaction in General Medicine Department of Ron Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	12	60.0	8	40.0
Availability of required General Equipment's.	13	65.0	7	35.0
Attitude and communication of the service providing staff of the department	15	75.0	5	25.0

In this study it was found that majority of the patients are satisfied with Availability health personnel during consulting time, Availability of

required General Equipment's, Attitude and communication of the Department service providing staff.

**Table: 21 Distribution of client satisfaction in General Surgery Department of Ron Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	14	70.0	6	30.0

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Availability and Hygiene's of surgical materials	15	75.0	5	25.0
Attitude and communication of the service providing staff of the department	12	60.0	8	40.0

In this study it was found that majority of the patients are satisfied with Availability health personnel during consulting time, Availability and

Hygiene's of surgical materials, Attitude and communication of the Department service providing staff.

**Table: 22 Distribution of client satisfaction in OBG Department of Ron Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	14	70.0	6	30.0
Availability and Hygiene's of OBG materials	15	75.0	5	25.0
Attitude and communication of the OBG service providing staff of the department	10	50.0	10	50.0

In this study it was found that majority of the patients are satisfied with Availability health personnel during consulting time, Availability and

Hygiene's of OBG materials and half of patients were satisfied with Attitude and communication of the OBG Department service providing staff.

**Table: 23 Distribution of client satisfaction in Ortho Department of Ron Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	10	50.0	10	50.0
Availability and Hygiene's of Ortho materials	6	30.0	14	70.0
Attitude and communication of the Ortho service providing staff of the department	8	40.0	12	60.0

In this study it was found that half of the patients are satisfied with Availability health personnel during consulting time, Availability and

Hygiene's of ortho materials, Attitude and communication of the Ortho Department service providing staff.

**Table: 24 Distribution of client satisfaction in ENT Department of Ron Taluk.**

Variables	Client Responses (n=20)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of health personnel during consulting time.	15	75.0	5	25.0
Availability and Hygiene's of ENT materials	10	50.0	10	50.0
Attitude and communication of the ENT service providing staff of the department	8	40.0	12	60.0

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In this study it was found that majority of the patients are satisfied with Availability health personnel during consulting time and half of patients were satisfied with Availability and

Hygiene's of ENT materials, Attitude and communication of the ENT Department service providing staff.

**Table: 25 Distribution of Overall Satisfaction patients about general services of Ron taluk.**

Variables	Client Responses (n=100)			
	Satisfied		Dis-satisfied	
	F	%	F	%
Availability of sufficient information in hospitals (Directional and location signages) for OPDs	58	58.0	42	42.0
Waiting time at the registration counter.	55	55.0	45	45.0
Behaviour and attitude of hospital staff.	67	67.0	33	33.0
Availability of seating arrangements	48	48.0	52	52.0
Availability of drinking water	39	39.0	61	61.0
Availability of fan Facilities	50	50.0	50	50.0
Availability of Washroom facility	37	37.0	63	63.0
Time spent on Consulting.	62	62.0	38	38.0
Attitude and communication of doctors.	74	74.0	26	26.0
Availability of Radiology investigation facilities within the hospital	59	59.0	41	41.0
Availability of Lab investigation facilities within the hospital	53	53.0	47	47.0
Availability of prescribed drugs at the hospital dispensary	64	64.0	36	36.0
Instructions regarding medication/follow up care by doctor.	66	66.0	34	34.0
Your overall satisfaction during the visit to the hospital	67	67.0	33	33.0
<b>TOTAL</b>		<b>57.1%</b>		<b>42.9%</b>

In this study it was found that half of the patients are satisfied with Availability of sufficient information in hospitals (Directional and location signages) for OPDs, Waiting time at the registration counter, Availability of seating arrangements, Availability of fan Facilities, Time spent on Consulting, Availability of Radiology investigation facilities within the hospital, Availability of Lab investigation facilities within

the hospital and majority of patients were satisfied with Behaviour and attitude of hospital staff, Attitude and communication of doctors, Availability of prescribed drugs at the hospital dispensary, Instructions regarding medication/follow up care by doctor, Your overall satisfaction during the visit to the hospital and half of the patients were dissatisfied with availability of drinking water.

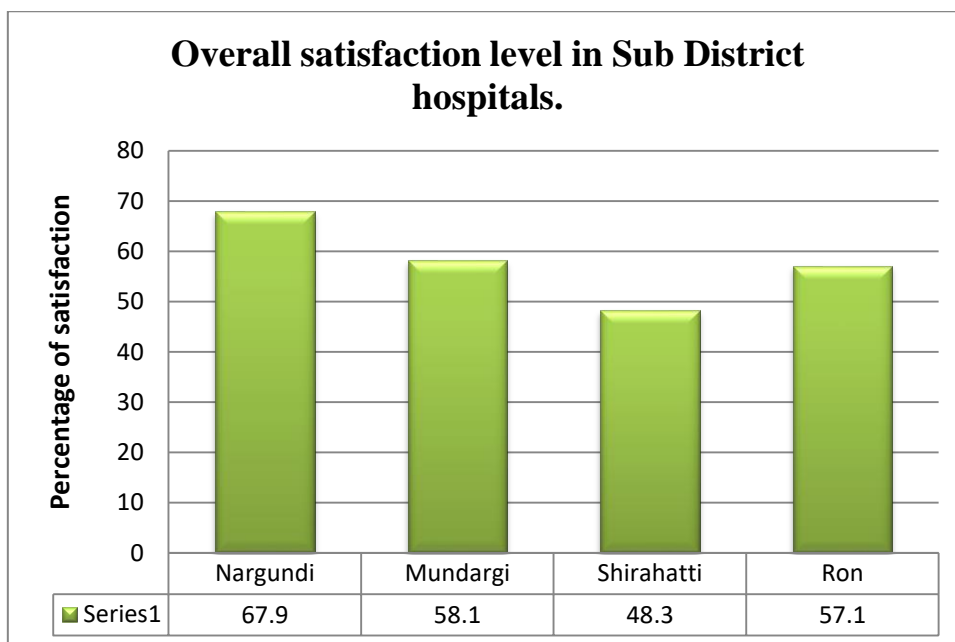


Figure No: 01 Distribution of Clients Overall satisfaction level in Sub-District hospitals of Gadag District.

The above group shows that Nargundi taluk hospital has the highest level of satisfaction among the clients and least level of satisfaction

among the clients in Shirhatti taluk hospital. Overall average satisfaction level in Sub-district hospitals is 57.85%.

Table: 26 Departments wise comparison of Nargund taluk hospital.

Departments	Satisfied	Dis-satisfied
General medicines (n=60)	48 (80%)	12 (20%)
General surgery (n=60)	26 (43.3%)	34(56.6%)
OBG (n=60)	33 (55%)	27(45%)
Ortho (n=60)	58(96.6%)	3(3.3%)
ENT (n=60)	45(75%)	15(25.1%)

The above table shows that ortho department has the highest level of satisfaction among the clients and least level of satisfaction among the clients in

General surgery department. Overall the client’s satisfaction ranges from 96.6% to 43.3% showing an average satisfaction amongst all departments.

Table: 27 Departments wise comparison of Mundargi taluk hospital.

Departments	Satisfied	Dis-satisfied
General medicines (n=60)	34(56.6%)	26(43.3%)
General surgery (n=60)	45(75%)	15(25%)
OBG (n=60)	35(58.3%)	25(41.6%)
Ortho (n=60)	23(38.3%)	37(61.6%)
ENT (n=60)	39(65%)	21(34.9%)

The above table shows that General surgery department has the highest level of satisfaction among the clients and least level of satisfaction among the clients in ortho department. Overall the

client’s satisfaction ranges from 75% to 38% showing an average satisfaction amongst all departments.



**Table: 28 Departments wise comparison of Shirahatti taluk hospital.**

Departments	Satisfied	Dis-satisfied
General medicines (n=60)	27(45%)	33(55%)
General surgery (n=60)	20(33.3%)	40(66.6%)
OBG (n=60)	17(28.3%)	43(71.6%)
Ortho (n=60)	40(66.6%)	20(33.3%)
ENT (n=60)	39(64.9%)	21(34.9%)

The above table shows that ortho department has the highest level of satisfaction among the clients and least level of satisfaction among the clients in

OBG department. Overall the client’s satisfaction ranges from 66.6% to 28.3% showing an average satisfaction amongst all departments.

**Table: 29 Departments wise comparison of Ron taluk hospital.**

Departments	Satisfied	Dis-satisfied
General medicines (n=60)	40(66.6%)	20(33.3%)
General surgery (n=60)	41(68.3%)	19(31%)
OBG (n=60)	39(65%)	21(35%)
Ortho (n=60)	24(40%)	36(59.9%)
ENT (n=60)	33(54.9%)	27(44.9)

The above table shows that General surgery department has the highest level of satisfaction among the clients and least level of satisfaction among the clients in ortho department. Overall the

client’s satisfaction ranges from 68.3% to 40% showing an average satisfaction amongst all departments.

**Table: 30 Distribution of reasons for Patients Satisfaction in Sub-District Hospitals.**

Reasons for satisfaction. (n=400)		
Variables	F	%
Free treatment	216	54.0
Good Seating arrangement	6	1.5
Good Consultation (Communication)	171	42.8
Good washroom facilities	0	0.0
Proper Drinking water facilities	1	0.3
No overcrowding	6	1.5

The above table shows that in this study it was found that half of the clients were give reasons for satisfaction with free treatment and good consultation of doctors. Only few clients were

given reasons for satisfaction with good seating arrangements, drinking water facilities and No overcrowding.

**Table: 31 Distribution of reasons for Patients Dissatisfaction in Sub-District Hospitals.**

Reasons for Dissatisfaction. (n=400)		
Variables	F	%
No seating arrangement	3	0.8
Unhygienic washrooms	101	25.3
No fan facilities	10	2.5
Poor Consultation (Communication)	7	1.8

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Lack of Drinking water facilities	55	13.8
More waiting time	99	24.8
Overcrowding	59	14.8
No Cleanness	66	16.5

The above table shows that in this study it was found that one-fourth of clients were give reasons for dissatisfaction with unhygienic washrooms facilities and more waiting time and only few of clients were give reasons for dissatisfaction with more overcrowding, no cleanness, poor drinking water facilities, no fan facilities, poor consultation and No seating arrangements.

### Discussion:

The present study attempted to assess the satisfaction levels of the patients with regards to various aspects of health care services provided in outpatient departments in a sub-district hospital in Gadag district. The results of the study indicate that half of the respondents interviewed were satisfied with the services they received. Very few similar studies have been done and therefore there is lack of data for comparison.

### Socio-demographic Characteristics

The Present study brings out that most of our study subjects belonged to the age group 35–45 years (27.8%). Majority of them were males (55.8%). Similar findings were also reported by Syed Shuja Qadri, et al., in their study conducted in Ambala where 66.4% of the study population comprised of males and Goel Sonu, et al., in their study in Chandigarh, where 78.3 % of the respondents were males.(6)(7)

In the present study reported (32.8%) Illiterate. However, Syed Shuja Qadri, et al., in their study reported a relatively high percentage of illiterates (44%) it is near to our study. Most of the participates were belongs to (90.8%) rural area, There is no similar studies to Compare this data.(7)

### Overall Satisfaction level

According to this study, the satisfaction level of outpatient departments in sub-district hospitals in Gadag district was 57.85%. This result is lower than study reported from Mozambique on satisfaction level of patients receiving medical care was 55%.(8) Total satisfaction with OPD

services was observed in 65.3% respondents in a study by Nandkeshav et al.(9)

In our present study, 65% patients were satisfied with the behaviour and Attitude of Hospital staff of the OPD which was comparable to 66.7% reported by Subedi. (10)The patients are most satisfied when they receive a courteous response from all the people involved in providing care.

Patient waiting times in outpatient clinics are frequently cited as a primary source of patient dissatisfaction with their visits. As a result, in the process of health quality assurance or quality management, patient satisfaction with waiting time is critical.(11)

In this present study four taluk hospitals are present, in that each taluk hospital five departments chosen those are General medicine, General surgery, OBG, Ortho, ENT.

### Clients satisfaction level in Nargund taluk hospital

According to General medicine satisfaction level in Nargund taluk hospital 80%. There are no similar studies like in department wise as done, in this present study in General surgery 43.3%, OBG 55%, Ortho 96.6% and in ENT 75% this is five departments satisfaction level. Overall satisfaction level in Nargund taluk hospital is 67.9%. In Qureshi et al in Kashmir 72% it very close to the present study(12). Compare to five departments ortho (96.6%) is highest level of satisfaction among clients in Nargund Taluk. Many studies have found physician quality of service as the most important factor of patient satisfaction. Aldana et al. found that providers behaviour towards patients, like respect and politeness were powerful predictors for patient satisfaction. As a present study attitude and communication of doctors is 83% and Instructions regarding medication/follow up care by doctors is good (81%) in Nargund taluk hospital.(13)

In this present study show that availability of seating arrangements 68%, availability of drinking water and fan facilities 52%, 42% in Nargundi

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taluk hospital. A study of Joshi, Sochaliya, Purani & Kartha, (2013) shown that patients give more importance seating arrangement, cleanliness and timings as compare to availability of sufficient doctors in OPD. 97%, 95% and 93% patients are satisfied for seating arrangement, cleanliness and timings respectively but 85% are satisfied with the availability of doctors in the outpatients departments.(14)

Patients had a positive experience with all of the components; however, the highest level of good satisfaction was with doctors' services, while the highest level of negative satisfaction with washroom facilities. In this present study also, negative satisfaction with washroom facilities. In contrast, according to a study conducted by Bamidele AR, Hoque ME, and Van der Heever H, participants were generally satisfied with the services provided by the various service providers, with the pharmacy receiving the highest degree of satisfaction.(15)

### Clients Satisfaction Level in Mundargi Taluk Hospital

In this present study overall satisfaction level in mundargi taluk hospital is 58.1%. This is higher than study conducted in Eastern part of Ethiopian study (54.1%).(16) In present study in Mundargi taluk outpatient department wise done, In general medicine 56.6%, General surgery 75%, OBG 58%, Ortho 38%, and ENT 65%. Gurung et al reported 74% patient satisfaction in a tertiary eye care centre in Kathmandu. This is five departments satisfaction level. There is a study in medicine department (35.7%),It is low level of satisfaction compare to our present study, Al Sharif, in his thesis on patient's satisfaction with hospital services at Thanjavur district.(17) As to this study, 54% of the clients were dissatisfied by the overall waiting time to get the registration. This is higher than the finding reported earlier in Jimma hospital which showed 20.4% of the clients have reported long waiting time. This is five departments satisfaction level. Compare to five departments General Surgery (75%) is highest level of satisfaction among clients in Mundargi Taluk hospital (16)

Another study on satisfaction and correlates of patients' satisfaction with physicians' services in primary health care centres found that a high level of customer satisfaction correlates well with a

good relationship with the physician, which boosted the loyalty of patients – a factor of importance and vital for patient satisfaction, in present study also attitude and communication of doctors is 80% in Mundargi taluk hospital.(18)

Any service encounter at a hospital results in a customer judgement, which is either satisfied or dissatisfied. When a hospital's perceived performance matches or surpasses consumer expectations, the result is positive, is a judgement of contentment and a judgement of disappointment when a person's perceived performance falls short of their expectations, a chain reaction occurs. Easy accessibility and a good signage system for the OPD services provide a good image for the hospital. Satisfaction was found to be high among all study groups in respect of accessibility and location of OPD Services, but found to be lower for certain structural variables like signage system, parking and cafeteria facilities. However, the old vintage of the hospital building and the horizontal spread may have contributed towards dissatisfaction in respect of such structural attributes of the OPD. In present study average satisfaction level of good signage for the OPD services provided in Sub-district hospitals is 56.7%.(4)

### Clients Satisfaction Level in Shirahatti Taluk Hospital

In this present study overall satisfaction level in Shirahatti taluk hospital is 48.3%. A study conducted in North east India it is found that only 32.5% were highly satisfied with the overall care received. In our study Shirahatti taluk hospital outpatient department wise was done, in that general medicine 45%, General surgery 33.3%, OBG 28.3%, Ortho 40%, and ENT 64.9%. A study by Rizyal reported an overall satisfaction of 76.8% among patients attending eye OPD of NMCTH.(19) This is five departments satisfaction level. Compare to five departments ENT (64.9%) is highest level of satisfaction among clients in Shirahatti Taluk.(20)

In this present study 67% respondents were satisfied with the attitude of doctor towards them, 50% were satisfied with the attitude, attention and behavior of hospital staff in shirahatti taluk hospital.Arshad et al, found the satisfaction level towards doctor's behavior to be 66.75% and

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57.25% respondents were satisfied with behavior of other staff.(17)

### Clients Satisfaction Level in Ron Taluk Hospital

In this present study overall satisfaction level in Ron taluk hospital is 57.1%. A Similar study conducted in North Karnataka it is found that about 56.18% of participants were fully satisfied with OPD service in Five PHCs. In our study Ron taluk hospital outpatient department wise done, in general medicine 66.6%, General surgery 68.3%, OBG 65%, Ortho 40%, and ENT 54.9% this is five departments satisfaction level. Compare to five departments General surgery (68.3%) is highest level of satisfaction among clients in Ron Taluk. In Present study Clients were satisfied with Availability of seating arrangements (48%),drinking water (39%),fan facilities (50%),washroom facilities (37%),Time spent on consulting (62%),Attitude and communication of Doctors (74%),Radiology facilities (59%),lab investigation Facilities (53%), Prescribed drugs at hospital dispensary (64%),Follow up care (66%),Waiting time at registration (55%) and OPD location and Signages (58%) in Ron Taluk hospital . Study by Kumari also showed the dissatisfaction was 45.7% for availability of drinking water and (37.4%) for toilet facilities. Sivalenka and Lertrakarnnon et al who also found these as the major areas of concern in their study. 63.4% patients were satisfied with the lab facilities in the study of Nepal.(21)(22)(6)

In the Present study, most participants (62%) were displeased with the time spent in the facility. Their displeasure with the waiting time in the facility is corroborated by several studies, which documented the relationship between waiting for service and overall satisfaction, with longer waiting times being associated with decreased patient satisfaction. 19 Waiting time is a source of dissatisfaction for patients and remains a challenge to the quality of care and services in clinics. This is also supported by the findings of a study conducted in Egypt, where waiting time contributed to 47% of patients' dissatisfaction in an assessment of quality of care. Waiting time is a significant component of patient satisfaction, as it was indicated that almost half the participants (46.7%) were dissatisfied with the time spent in the facility. In a similar study conducted in Israel,

it was hypothesised that the “time factor” (time spent on scheduling and waiting time in the clinic) is a major contributor to overall satisfaction and found that waiting times significantly correlated with overall satisfaction.(15)

### Reasons for Satisfaction and Dissatisfaction

In this present study Most of the patients were given reasons for satisfied with free treatment (54%) and good consultation (42.8%) and most of the patients were given reasons for dissatisfied with unhygienic washrooms (25.3) and waiting time more for consultation (24.8%). There are no similar studies to compare this data.

The level of satisfaction will be affected by the quality of service provided by the officer, doctor, nurse, or administrator. Patient satisfaction is a common determinant factor in choosing and using hospital services or personnel who provide services.

### Conclusion

The current study discovered that Patient Satisfaction is a simple, easy, and cost-effective method for evaluating overall hospital services and has aided in discovering that patients were satisfied with doctor behavior, but the issue lies with the availability of basic amenities and dissatisfaction was found to be more concerning drinking water, cleanliness in the toilets, and the wards. However, if the survey findings are translated into actions to improve the quality of health care, they can be quite useful.

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